

**Inquiry Reasons
For 4/1/2018 - 6/30/2018**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	2
	Rates/Policies	1
	Service quality/repair	2
		Total 5
Competitive Local Exchange Carrier		
	Billing	2
	Line extension/upgrade charge	1
	Product Services	1
	Rates/Policies	1
	Refusal to provide service	1
	Safety	2
	Service quality/repair	5
	Slamming	1
		Total 14
Farm Taps		
	Billing	1
		Total 1
Gas Distribution Companies		
	Billing	8
	Deposit	2
	Disconnection	3
	Rates/Policies	10
	Service quality/repair	4
		Total 27
Intrastate Transmission		
	Refusal to provide service	1

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Utility Type	Inquiry Reasons	No. of
		Total 1
Investor-Owned Electric Utilities		
	Billing	39
	Deposit	8
	Disconnection	49
	Rates/Policies	43
	Refusal to provide service	10
	Safety	9
	Service quality/repair	15
		Total 173
Investor-Owned Water Companies		
	Billing	10
	Line extension/upgrade charge	1
	Rates/Policies	4
	Service quality/repair	4
		Total 19
Local Exchange Carriers		
	Billing	18
	Disconnection	5
	Line extension/upgrade charge	2
	Rates/Policies	16
	Refusal to provide service	1
	Safety	20
	Service quality/repair	111
		Total 173
Rural Electric Cooperative Corporation		
	Billing	4

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Utility Type	Inquiry Reasons	No. of
	Deposit	1
	Disconnection	9
	Rates/Policies	7
	Refusal to provide service	3
	Safety	3
	Service quality/repair	1

Total 28

Water Associations

	Billing	4
	Disconnection	3
	Rates/Policies	2

Total 9

Water Districts

	Billing	13
	Disconnection	8
	Rates/Policies	12
	Refusal to provide service	3
	Safety	3
	Service quality/repair	5

Total 44

Grand Total 494